

QUALITY ASSURANCE OFFICER

GENERAL STATEMENT OF DUTIES

Performs administrative work in planning, organizing and implementing the quality management and training program for the Catawba County Emergency Medical Services System.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible the quality management process for the EMS System within Catawba County. Work includes the case reviews, statistical analysis, and direct observation of personnel while performing their duties. In addition to the quality management responsibilities this position will assist the Training Officer in preparing and evaluating of instructional materials and continuing education classes, the coordination of training with other health care professionals, maintenance of accurate records, and ensuring personnel meet and maintain state certification requirements. Considerable judgment and initiative are required in planning, evaluating and directing the training component of the program. Considerable tact and courtesy are required in dealing with a variety of medical personnel, community college instructors and officials, other governmental agencies, EMS personnel, and the general public. Duties are performed under the general direction of the Emergency Medical Services Manager and Training Officer through conferences and reports and the overall effectiveness of the quality management and training program.

DUTIES AND RESPONSIBILITIES

- Develop and implement a quality management program for the EMS System.
- Direct efforts toward quality patient care and documentation, including providing procedures, training, and resources for team members
- Develop standards for employee performance review related to quality patient care and documentation.
- Establish criteria for quality reviews / performance improvement.
- Recommend policies and procedures that contribute to the efficiency of the EMS System.
- Through a random selection process, select random calls / reports for review.
- Review the patient care / report against patient care policies, procedures, and protocols.
- Develop and use a standard scoring criteria, calculate and score patient care / reports consistently and fairly
- Provide timely and consistent feedback to the EMS System administration and technicians in order to eliminate repetition of errors, build skills, and mentor the technicians
- Recognize, interpret, and evaluate inconsistencies, discrepancies, and inaccuracies in the patient care / report, and appropriately clarify and / or report them as required
- Plans, organizes, and implements training activities as needed.
- Maintains accurate records and reports; ensures that EMS personnel meet and maintain local and state certification requirements.
- Participates in the recruitment and selection of EMS personnel; serves as a clinical preceptor and trainer; participates in the evaluation of all personnel in field performance.
- Evaluates and makes recommendations for new equipment; develops and updates medical protocols.
- Prepares special reports and studies; participates in short and long range planning.
- Serves on local, state, and regional advisory councils for emergency medical services.
- Responds to emergency medical calls, performs necessary rescue work and administers emergency medical care.
- Coordinates and participates in public education and special event programs.
- Performs related work as assigned.

RECRUITMENT AND SELECTION GUIDELINES

Knowledge, Skills, and Abilities

- Through knowledge of advanced emergency medical care practices, procedures and techniques.
- Through knowledge of the laws, regulations, and policies governing emergency medical care.
- Through knowledge of current emergency medical service needs of the county.
- Through knowledge of equipment and supplies used in emergency medical service.
- Considerable knowledge of automotive and radio communication equipment.
- Considerable knowledge of the geography and layout of the county including the location of roads and streets within the county.

- Ability to plan, organize, and implement a quality management and training program.
- Ability to provide instruction, training and supervision to adults.
- Ability to prepare and maintain accurate records and reports.
- Ability to respond quickly and calmly to emergency situations.
- Ability to establish and maintain effective working relationships with local, state, and federal officials, employees and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to perform duties and responsibilities of an EMT-Paramedic.

Physical Requirements

Physical requirements of positions within this classification are contained in the ADA Checklist attached to respective job descriptions.

Minimum Education and Training

Associate's degree in emergency medical care and three years of experience in emergency medical care and one year experience in providing emergency medical care quality management and / or training; OR an equivalent combination of education or experience.

Special Requirements

North Carolina EMT – Paramedic
 North Carolina Level II Instructor – EMT – Paramedic
 Certified AHA ACLS and PALS Instructor.
 Certified BTLS Instructor
 Possession of a valid NC driver's license.

Special Note: This generic class description gives an overview of the job class, its job functions and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job description with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.